

# ***Department of Revenue***

***Revenue***

## **Mission**

The Department of Revenue works to encourage voluntary compliance with the laws it administers by providing professional services to the public through a supportive work environment. The department administers approximately 31 state taxes and fees, including individual income, oil and coal severance, corporation, payroll, and property taxes. The department also operates the state liquor store system and conducts investigations on alcohol and tobacco fraud activities.

## **Achieving Business Goals Through IT Initiatives**

Business Goals	FY98-99 IT Projects
This system will support the integration of real property and personal property.	Property Tax. This project is a modernization of the Property Tax System. An RFI for this project has been submitted and the results returned. The next phase will be to distribute

<p>Fulfills the Governor's goal of streamlining state government for employers.</p>	<p>an RFP, based on information obtained from the RFI, to acquire the necessary services.</p> <p>UI/DOR Project. The Department of Revenue and the Department of Labor and Industry have created a partnership where employer-related functions will be consolidated and streamlined within the two agencies, reducing the compliance burden on employers and resulting in savings of time and money. The first project phase, which has been completed, provides simplified employer registration, standardized tax-collection laws and procedures, and a new joint-audit process; and creates a central unit for handling employer/employee dispute resolution. The next project phase has a target date of January 1, 1998 in which to complete the consolidation of tasks.</p>
Business Goals	FY98-99 IT Projects
<p>Provide customer service and process efficiency.</p>	<p>Centralized Revenue Processing and Information Center. Planning and implementation of an information processing center for revenue collection services.</p>
<p>Improve customer service and processing efficiency within the Department of Revenue.</p>	<p>Telefile Project. Provides an additional channel to receive data into Revenue's information processing systems by using the telephone. Data types include, but are not limited to, tax returns and payments.</p>
<p>To provide Montana taxpayers services that are timely, efficient, accurate, and responsive.</p>	<p>Income Tax Redesign. Revenue's major information systems will be redesigned. Technologies such as imaging, workflow processes, and electronic commerce will be incorporated to meet future business needs.</p>

## FY98-99 IT Project Profiles

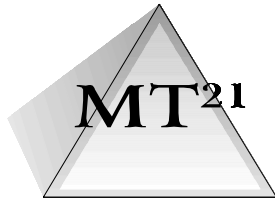
See the table beginning on page 137 for project profiles detailing platform type, implementation schedule, emerging technologies used, new project resources and associated costs, statutory changes, and public access. Those agencies and universities that provided these details are listed alphabetically, with each followed by its project profiles.

## Accomplishments

- ▲ Implemented electronic data interchange/electronic funds transfer (EDI/EFT) for Withholding/Old Fund Liability Taxes (WH/OFLT). This EDI/EFT project, which was initiated in FY95, was expanded to comply with proposed legislation mandating electronic filing and payment remittance for all employers reporting withholding in excess of a designated annual threshold.

- ▲ An imaging/optical character recognition (OCR) system was installed that scans withholding coupons and estimated tax coupons from both individual income tax and corporation tax. The tax processing systems within the department were enhanced to effectively interface with the OCR system. Redesign of other tax forms is in process to enhance the use of this technology and to make them more user friendly for the public.
- ▲ Modified the WH/OFLT system to align the Montana employer reporting periods with the federal schedule. This required more frequent payment remittances and only one annual filing for reconciliation purposes. This made filing easier for the taxpayers and accelerated the timing of taxes collected by the state.

## ***Revenue***



# ***Secretary of State***

## **Mission**

As chief election officer of the state, the Secretary of State is responsible for the application, operation, and interpretation of election laws, except those pertaining to campaign finance. The Office of the Secretary of State also: 1) files, maintains, stores, and distributes corporate documents, commercial lien information under the Uniform Commercial Code, agricultural lien information under the Federal Foods Security Act , official records of the executive branch, and acts of the legislature; 2) compiles, updates, and publishes the Administrative Rules of Montana (ARM) and the Montana Administrative Register (MAR); and 3) administers the state agency records management function, including operation of a central microfilm unit and the state records center. In addition, the Secretary of State serves on the State Land Board, Board of Examiners, and Board of Canvassers.

## **Achieving Business Goals Through IT Initiatives**

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Business Goals

FY98-99 IT Projects

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<p>To provide quality customer service to the public, other government entities, and the office.</p>	<p>Integrate existing and new election data and information services into a Voter Information Services Assistance Program component of the client/server Office Public/Private Enterprise Network (OPPEN) system. Includes consideration of adding geographic information systems (GIS) capabilities and using the Internet and other technologies to provide expanded public access to data and services.</p> <p>Complete the development of the accounts receivable and payment tracking functions of the client/server OPPEN system to incorporate additional management services and audit requirements.</p> <p>Reengineer the current hardcopy-based process for submitting, reviewing, updating, and publishing MAR and ARM. The office expects the foundation of the new process to be a text database, and imaging capabilities may be included.</p>
<p>Business Goals</p>	<p>FY98-99 IT Projects</p>

	<p>Complete the requirements analysis for the Corporations component of the client/server OPPEN system. Either begin systems development of the OPPEN/Corporations subsystem or modify the existing mainframe Corporations system to meet Year 2000 compliance. The new subsystem will provide electronic access for the public and customers.</p>
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**Secretary of State**

## FY98-99 IT Project Profiles

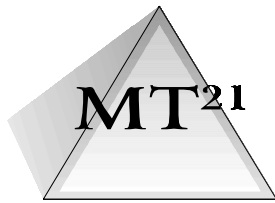
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## FY00-01 Initiatives

- ▲ Continue systems development of subsystem components of the OPPEN system not completed in the previous biennium.
- ▲ Enhance the OPPEN system to incorporate imaging, electronic data interchange (EDI), and electronic commerce (EC).

## Accomplishments

- ▲ Replaced outmoded file servers and workstations with current hardware. Upgraded to NetWare 4.1 and converted desktop applications to state standard, Windows-based, software packages. Establishment of a Windows for Workgroups 3.11 graphical user interface (GUI) platform running in a stable, well-performing network environment was a prerequisite for the new applications and systems (OPPEN) being planned for future bienniums.
- ▲ Initiated the OPPEN Project, which is a multi-year effort to reengineer key office business processes to increase quality customer service. Ultimately the OPPEN system will provide a common, integrated access point to all of the office's information. An initial pilot subsystem, based on Oracle's client/server technology, was developed in cooperation with the Department of Administration, ISD.
- ▲ Developed additional mainframe and PC-based programs to facilitate availability of corporate records data on electronic media and to improve corporate records and Uniform Commercial Code (UCC) reports provided for customers, the public, and state agencies. Began using the Internet and World Wide Web (WWW) to provide increased access to elections and general office information.



# ***State Compensation***

***State  
Compensation  
Insurance Fund***

## ***Insurance Fund***

### **Mission**

The mission of the State Fund is to be Montana's insurance carrier of choice and industry leader in service. The State Fund is a nonprofit public corporation that guarantees the availability of workers' compensation coverage for all employers in Montana. It operates as any other insurer by processing claims, paying indemnity and medical benefits, and providing services to policyholders with the objective of providing superior service at a low cost, consistent with sound insurance principles.

## Achieving Business Goals Through IT Initiatives

The State Fund is currently involved in a major effort to retool its information technology. This will include new client/server databases, Windows-based systems, imaging technology, and workflow technology. The end result will be a nearly paperless processing environment and will bring major customer service and efficiency enhancements. More information can be found in the State Fund Strategic Business Plan.

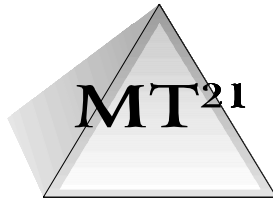
Business Goals	FY98-99 IT Projects
Improve customer service and lower expenses.	Complete the automation of the Policy Services/Underwriting department in a client/server environment including image and workflow systems.
Customer service and communication enhancements.	Complete the automation of the medical services unit of the claims department.
Lower expenses.	Develop a State Fund presence on the Internet that includes information on reporting claims and controlling losses.
Improved resource management.	Expand electronic data interchange (EDI) to include all medical bills.
	Implement fully automated accounting specific to insurance accounting procedures.



## Accomplishments

- ▲ Installed a client/server environment utilizing a relational database and Windows user interface.
- ▲ Implemented an image and workflow system for benefit processing which is integrated with our client/server data system.
- ▲ Began an effort to design systems for our medical benefits and policy services departments.

***State  
Compensation  
Insurance Fund***



# ***Montana State Library***

## **Mission**

The Montana State Library, located at 1515 East Sixth Avenue in Helena, provides a variety of information services in three major divisions. The Statewide Library Resources section provides consulting services and assists with the improvement of library service statewide. It also provides a strong general reference collection, a depository of all state publications, and a partial depository of federal publications. Additionally, it receives six state and seven national daily newspapers.

The Natural Resource Information System (NRIS) of the Montana State Library provides a centralized access point for the many sources of information on Montana's natural resources. Online searches, data reports, and data dictionaries are available, and direct referrals are provided.

The Montana Talking Book Library is responsible for providing free library service to all Montana citizens who are blind, visually impaired, physically handicapped, or learning disabled as a result of organic dysfunction. This portion of the library is affiliated with the Library of Congress' National Library Service for the Blind and Physically Handicapped.

## **Achieving Business Goals Through IT Initiatives**

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Business Goals	FY98-99 IT Projects
Providing better, more efficient, customer services to our patrons.	Automated system modules will be purchased for the Montana Talking Books Program, enabling this system to be integrated into the existing networked environment in this program of the State Library. This project will also translate into better customer service delivery for the print-handicapped citizens of Montana. Features such as turn around shelving, extensive reader services profiling, and other attributes will ultimately allow for maximum use of staff in this program.
Business Goals	FY98-99 IT Projects
Providing better, more efficient, customer services to our patrons.	Integration of a CD-ROM tower and associated CD products into the LAN/Novell 4.x environment in Statewide Library Resources.
Providing better, more efficient, customer services to our patrons and to the libraries that participate in this project.	Proposal of statewide licensure of electronic full-text periodical databases for Montana Libraries and public, school, academic, and agency libraries using the networked infrastructure currently being put into place.
Providing better, more efficient, customer services to our patrons.	Integration of Internet access to Statewide Library Resources' automated online catalog via the State Library Web page.

### ***State Library***

## **FY98-99 IT Project Profiles**

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## **FY00-01 Initiatives**

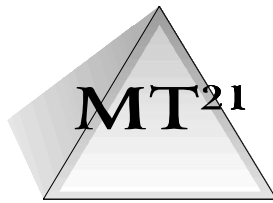
- ▲ Web searching front end/engine for Statewide Library Resources' automated online catalog of resources, as well as the ability to access other "linked" statewide resources.

## **Accomplishments**

- ▲ Purchased, configured, and implemented the Ameritech Horizon Library Automation System, providing a public-access catalog and access to other library resources via the local-area network and across the Internet.
- ▲ Public Library Internet Infrastructure Project: Internet connectivity was established for more than 12 public libraries through a program that provided those libraries with

routers, CSU/DSU (Channel/Data Service Units), the installation of 56-Kbps or better frame-relay connections, back hauls as necessary, and connections to a third-party provider of Internet services.

- ▲ Statewide Technology Committee for Montana Libraries defined a mission statement and outlined processes for devising the first library technology strategic plan for Montana Libraries. Aggregate task forces and focus groups were formed addressing technology/information access issues facing libraries in Montana as they enter the information age of the twenty-first century.



# ***Department of Transportation***

## **Mission**

## ***Transportation***

The mission of the Department of Transportation (MDT) is to serve the public by establishing a transportation system that emphasizes safety, environmental preservation, cost effectiveness, and quality.

## **Achieving Business Goals Through IT Initiatives**

Business Goals	FY98-99 IT Projects
Provide ready access to image, spatial, and database information to support project selection, safety, maintenance, and data collection, as well as offering public access to much of this information.	Move into full production MDT's roadway imaging system, and integrate it with departmental geographic information systems (GIS) and transportation information systems (TIS).
Provide one-stop shopping for motor carrier activities such as licensing and permitting, and set direction for IV/HS (Intelligent Vehicle/Highway Systems) technology.	Network all weigh stations through SummitNet, in cooperation with Lockheed Corporation. Also, set the direction for integrating all Maintenance section houses into a wide-area network.
Increase our stakeholders' access to our electronic systems in order to streamline processing requirements, and to expand the public's access to MDT information.	Explore opportunities to utilize electronic data interchange (EDI), electronic funds transfer (EFT), telefiling, and other electronic services. Expand MDT's use of the Internet

Use emerging technology to increase efficiency and accuracy in our aerial mapping program.

Provide management the necessary information to make project selection and program mix decisions.

for such things as processing contractor bid-letting materials and other electronic commerce and providing access to MDT information.

Acquire an aerial survey control tool (ASCOT), or related product, and integrate to MDT's aerial mapping. ASCOT is a GPS-supported navigation and positioning tool that reduces the number of ground control points for mapping a project.

Continue the development of the ISTEAs Management Systems and their integration with TIS.

## FY98-99 IT Project Profiles

See the table beginning on page 137 for project profiles detailing platform type, implementation schedule, emerging technologies used, new project resources and associated costs, statutory changes, and public access. The agencies and universities are listed alphabetically, with each followed by its project profiles.

## FY00-01 Projects, Initiatives, and Goals

- ▲ Continue pursuing the use of other emerging technologies such as multimedia/kiosks, wireless LANs, and voice/video/data integration.

## Accomplishments

- ▲ Upgraded all networked PCs to run Windows NT.
- ▲ Rewired and installed switched 100-MB hubs (using switched FDDI and switched Ethernet) in headquarters and the districts.
- ▲ Changed development from VAX and IBM Mainframe character-based applications to GUI-based client/server applications.
- ▲ Developed the core of a new TIS using the Oracle database management system. This new system provides capabilities such as common referencing, dynamic segmentation, and English and Metric conversions. It also provides MDT a data architecture for integrating the ISTEAs management systems, GIS, and roadway images.